SEC Help Center

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*Staff should review all parked tasks the first thing each morning to ascertain if any may be completed.

1.0 (393) AUTHORIZE PAYMENT ON BITI

Step	(393) AUTHORIZE PAYMENT ON BITI
1.	From the *User Home Page*, under the *My Tasks* cluster, view the *Task Subject* and click on the *Task ID* for **(393) AUTHORIZE PAYMENT ON BITI**. 9000095492 JOHN BLANK Bus Pass Approval Pending Reserved Medium 3/4/2008 00:00 The WFMS will navigate to the *Task Home*.
2.	View the *Primary Action* and *Task Instructions* on the *Task Home* page. Primary Action Task Instructions Task Instructions: State worker should review claim and authorize in appropriate ICES screen.
3.	Click on *Participant Home Page(Client) or Case Home Page* under *Supporting Information.*

Step	(393) AUTHORIZE PAYMENT ON BITI
	Supporting Information Case Home Page Participant Home Page The WFMS will navigate to the *Client or Case Home* page to display the RID/Social Security Number.
4.	From the *Client or Case Home* page in the WFMS click *Notes* from the Left Navigation. Review all notes, if any, applicable to the childcare payment. ○ Expenses ● Notes ○ Communications Click on close to return to the *Client or Case Home* page
5.	From the *Client or Case Home* page click on *Documents* from the Left Navigation. **navigation** ○ Home ● Documents ○ Programs The WFMS will navigate to the *Documents* page.
6.	From the *Documents* page click View to see the document's details of the voucher claim form.

Step	(393) AUTHORIZE PAYMENT ON BITI
	  WFMS will navigate to the *View Document Details* screen
7.	Within the *View Document Details* screen click the document name hyperlink to view voucher claim form itself. .

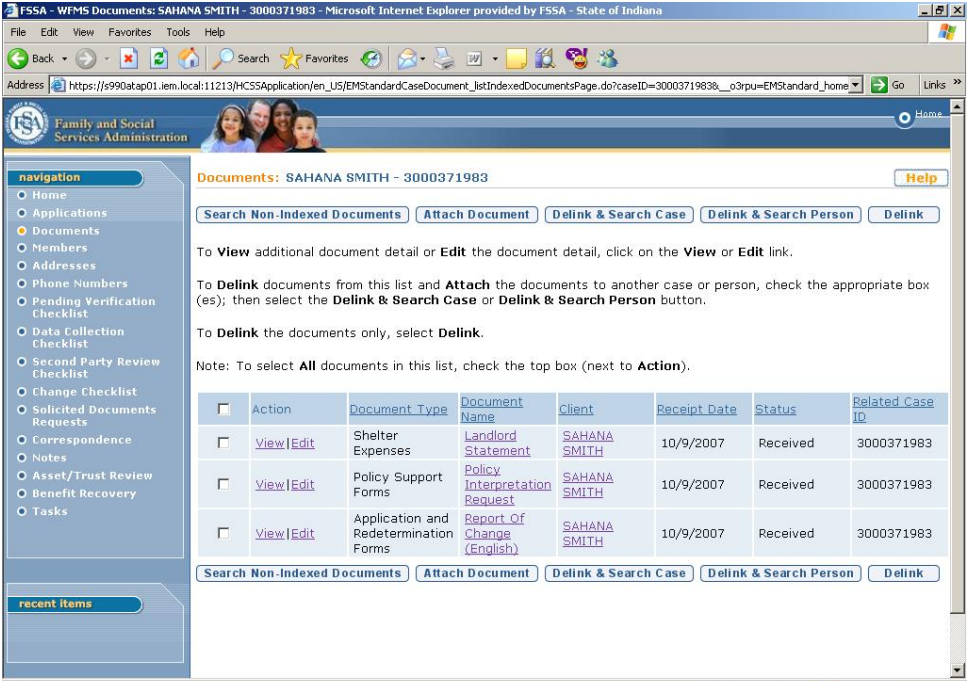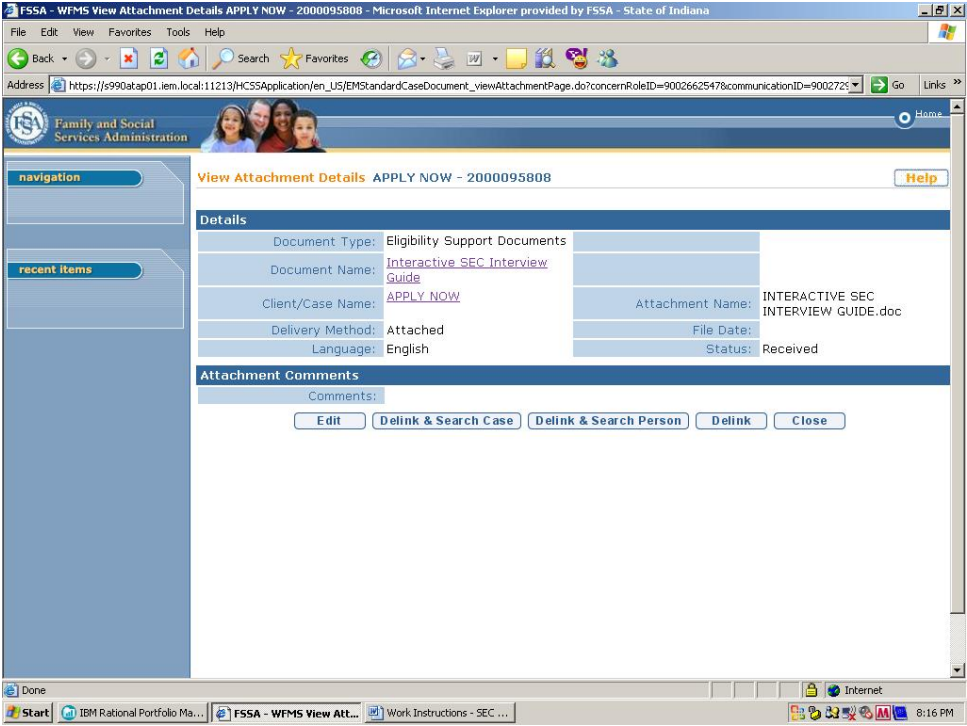| Step	(393) AUTHORIZE PAYMENT ON BITI
8.	Navigate to the BITI screen for each individual (with the Dependent's RID/Caretaker's RID/MMYY) for whom a claim is notated in the tasks comments section to assure that the requested claim amount, in addition to others already paid, does not exceed the total maximum payments allowed. *Payment maximums are noted on this screen and in the table TSSC.* If the claim amount is appropriate, navigate to WPAS to ascertain that the appropriate activity is present and WPDC to ascertain all necessary information is present using the client's Social Security Number or RID. While on WPDC use PF18 to access WPDP. On screen WPDP enter the appropriate amount in the Authorized Amount field. Review notes in CLSC for additional comments.
9.	Navigate back to the BITI screen(s) (with the Dependent's RID/Caretaker's RID/MMYY) to view the childcare payment amount you entered on WPDP.
10.	If appropriate authorize the claim payment by the entry of worker ID or if not appropriate, return the claim request to Non-state Coalition staff. Document action taken in CLRC.
11.	Returning cases to Non-state Coalition staff ➤ Document the reason in CLRC ➤ Click on *Tasks* in the left Navigation, select *Authorize Payment on BITI* task reserved to you. ➤ From the *Task Home* page click *Forward*. Select to forward task to "Arbor

Comment: Return by State task to Arbor is an outstanding issue. Temproary resolution to forward task to Arbor Communication queue.

Step	(393) AUTHORIZE PAYMENT ON BITI
	Communication queue. Include the message Return by State in task instructions. REFER TO (INSERT HYPERLINK) FORWARD A TASK work instructions Volume 7 Common Processes, Section 3.11.1.8 (INSERT HYPERLINK).
12.	Click *Home* in the upper right corner. ![Home button] The WFMS will navigate to the *User Home Page*.
13.	Click on the *Task ID,* **(393) AUTHORIZE PAYMENT ON BITI** task with an Open Status. The WFMS will navigate to the *Task Home*.
14.	Click on *Close Task* on *Task Home* page. **Task Home** **Help** **Options** Close Task Forward Task Un-Park Park Task Un-Reserve **Subject** Bus Pass Approval Pending **Details** Task ID: 9000095492 Status: Reserved Priority: Medium Deadline: 3/4/2008 00:00 Reserved By: Deb Crosby Last Assigned: 3/3/2008 11:12 Time Worked: 00:00 Park Deadline: **Primary Action** **Supporting Information** Case Home Page Participant Home Page **Task Instructions**

2.0 (394) AUTHORIZE PAYMENT ON WPPS

Step	(394) AUTHORIZE PAYMENT ON WPPS
1.	From the *User Home Page*, under the *My Tasks* cluster, view the *Task Subject* and click on the *Task ID* for **(394) AUTHORIZE PAYMENT ON WPPS**. 9000095492 JOHN BLANK Bus Pass Approval Pending Reserved Medium 3/4/2008 00:00 The WFMS will navigate to the *Task Home*.
2.	View the *Primary Action* and *Task Instructions* on the *Task Home* page. Primary Action Task Instructions Task Instructions: State worker should review claim and authorize in appropriate ICES screen.
3.	Click on *Participant Home Page(Client) or Case Home* page under *Supporting Information.* Supporting Information Case Home Page Participant Home Page The WFMS will navigate to the *Client or Case Home* page to display the RID/Social

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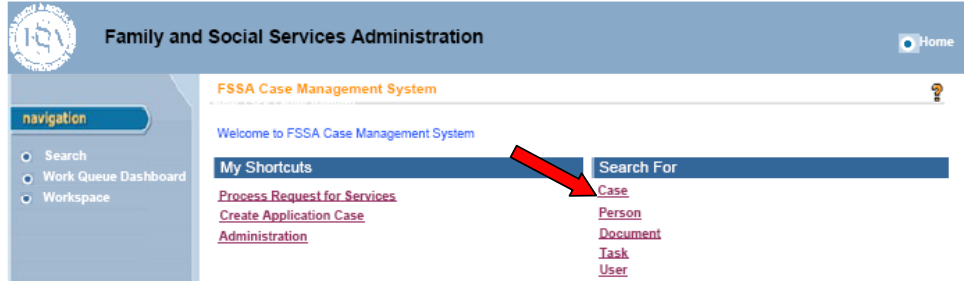| Step	(394) AUTHORIZE PAYMENT ON WPPS
	Security Number.
4.	From the *Client or Case Home* page in the WFMS click *Notes* from the Left Navigation. Review all notes, if any, applicable to the claims payment. Click on close to return to the *Client or Case Home* page
5.	From the *Client or Case Home* page click on *Documents* from the Left Navigation. The WFMS will navigate to the *Documents* page.
6.	From the *Documents* page click View to see the document's details of the voucher claim form.

Step	(394) AUTHORIZE PAYMENT ON WPPS
	WFMS will navigate to the *View Document Details* screen
7.	Within the *View Document Details* screen click the document name hyperlink to view voucher claim form itself. Review claim form and any associated documents. Click Close to navigate back to the Documents page. .
8.	Navigate to WPAS in ICES using the client's Social Security Number or RID to review screen for appropriate information. Review notes in CLSC for additional comments.
9.	Navigate to WPSS in ICES to review the YTD amounts received to assure that the amounts remain below the maximum allowed. *Maximum can be checked by accessing table TSSC in ICES.*
10.	Navigate to WPPS in ICES and authorize claim if appropriate, or if not appropriate return the claim request to Non-state Coalition staff.

Step	(394) AUTHORIZE PAYMENT ON WPPS
11.	Returning cases to Non-state Coalition staff ➢ Document the reason in CLRC ➢ Click on *Tasks* in the left Navigation, select *Authorize Payment on BITI* task reserved to you. ➢ From the *Task Home* page click *Forward*. Select to forward task to "Arbor Communication queue. Include the message Return by State in task instructions REFER TO (INSERT HYPERLINK) FORWARD A TASK Volume 7 Common Processes – Section 3.11.1.8
12.	Click *Home* in the upper right corner. **◯ Home** The WFMS will navigate to the *User Home Page*.
13.	Click on the *Task ID,* **(394) AUTHORIZE PAYMENT ON WPPS** with an Open Status. The WFMS will navigate to the *Task Home*.
14.	Click on *Close Task* on *Task Home* page. **Task Home** [Help] **Options** Close Task Forward Task Un-Park Park Task Un-Reserve **Subject** Bus Pass Approval Pending **Details** Task ID: 9000095492 Status: Reserved Priority: Medium Deadline: 3/4/2008 00:00 Reserved By: Deb Crosby Last Assigned: 3/3/2008 11:12 Time Worked: 00:00 Park Deadline: **Primary Action** **Supporting Information** Case Home Page Participant Home Page **Task Instructions**

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3.0 Applicant Keeps Scheduled In-Office Appointment
The applicant may have been scheduled by either the Call Center or Help Center staff, 1) due to being entitled to an expedited food stamp appointment, 2) because they have no telephone or 3) because they requested an in-office interview. All scheduled appointments for the Help Center are displayed on CSODA. Arbor staff will notify the SEC of the interview and forward the hard copy application, any corresponding verifications and a Document Transfer Cover Sheet, if any, to the SEC prior to the certification interview.

Steps	Applicant Keeps Scheduled Appointment
1.	Under *Search For* from the User Home page click on the *Case* link which will display the *Search Case* page.
2.	Enter the ICES case number in the appropriate field.
3.	Click on *Search* button.

4.	Click on the *Case Name* link. The *Case Home* page will display.
5.	Click *Home* from the *Left Navigation*. The WFMS will navigate to the *Case Home Page*.
6.	Click on *Documents* from the Left Navigation. Review all supporting documents

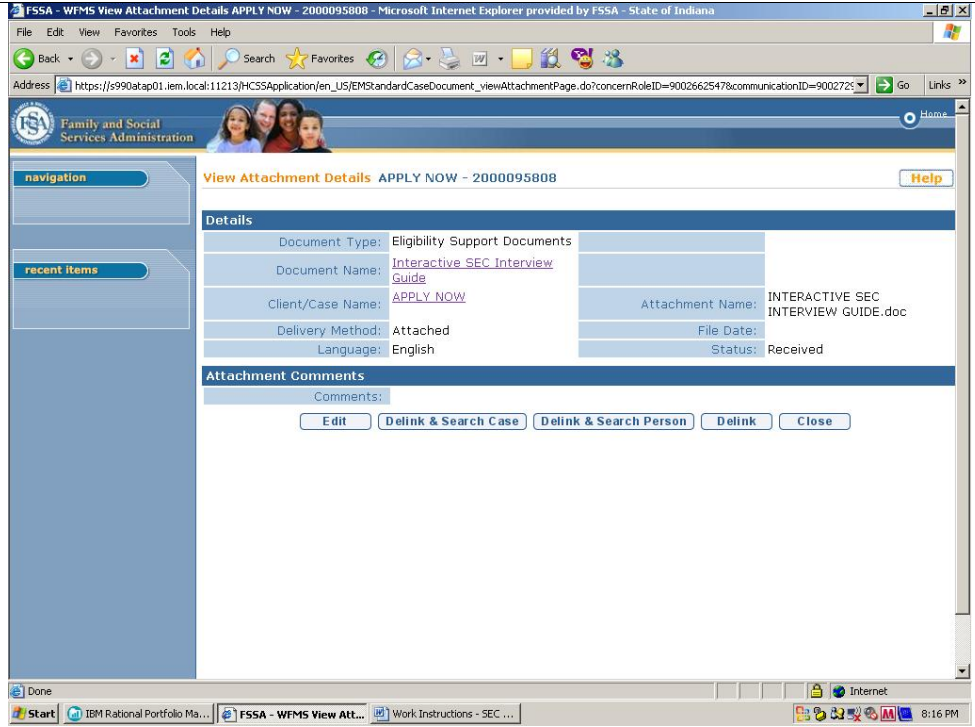|	
	including hardcopy documents provided by the applicant, if any. The WFMS will navigate to the *Documents* page.
7.	From the *Documents* page click view to see the document's details.
8.	Within the *View Document Details* screen click the document name hyperlink to view the document itself, take appropriate action in ICES.

Click on close. The WFMS will navigate back to the *Documents Page*.

9.	Search for any tasks related to the application that may be outstanding. From the *Documents Home* page click on Tasks from the Left Navigation.

	navigation ○ Home ○ Applications ○ Documents ○ Members ○ Addresses ○ Phone Numbers ○ Pending Verification Checklist ○ Data Collection Checklist ○ Second Party Review Checklist ○ Change Checklist ○ Solicited Documents Requests ○ Correspondence ○ Notes ○ Asset/Trust Review ○ Benefit Recovery ○ Tasks The WFMS will navigate to the *Tasks* page.
10.	Take note of any outstanding tasks that may need to be addressed.

Navigate back to the *Application Home* page by clicking on *Home* in the Left Navigation.

11.	Go to the application/case in ICES to complete the certification interview with the applicant/recipient.
	
	The SEC will:
	   ✓ review the budget results,
	   ✓ advise the applicant/recipient of their Rights and Responsibilities, and
	   ✓ document in CLRC the date, time, location and individual with whom the interview was completed.
	   ✓ complete the Interactive SEC Interview Guide and attach it to the application/case in WFMS when all items completed. REFER TO (INSERT HYPERLINK) CREATING AN ATTACHMENT FROM THE FILE SERVER, Volume 7 Common Process (Section 3.11.3.12, Steps 1 – 12).

12.	The Pending Verification Checklist is completed by the Arbor ES at the data gathering interview, if outstanding items are identified. After reviewing the case, if missing or incomplete information is identified on AEPND in ICES, modify the Pending Verification Checklist located in the WFMS case, if necessary. Note: The most current Pending Verification checklist will auto populate the FI 2032.

TO MODIFY THE PENDING VERIFICATION CHECKLIST, IF NEEDED:

- From the Case Home Page Click on Pending Verification Checklist in Left Navigation.

- WFMS will navigate to Pending Verification Checklist..

- Click on Edit at the bottom of the Current Checklist.

- The Current Checklist will display

- Select the required item(s) and the individual(s) required to provide the information. Note: **Ctrl Click** if the same verification(s) are needed from multiple AG members, hold down the ctrl (Control) button on your keyboard and left click on the name(s) of everyone for whom the verification(s) are required. You may also use the same process (ctrl button/ left click on the name) to de-select an individual whose name has been highlighted in error.

- Click Save.

| 13. | The most current Pending Verification checklist will auto populate the FI 2032. |
| | To generate the FI 2032 and any additional forms REFER TO (INSERT HYPERLINK) SEND NOTICE in Volume 7 Common Processes – Section 3.11.3 - |

TO:

- VIEW CORRESPONDENCE HISTORY IN WFMS to view an FI-2032 created by Non-state Coalition staff.
- CREATE CORRESPONDENCE IN WFMS to create the FI-2032, if necessary.
- EDIT CORRESPONDENCE IN THE WFMS to edit/modify the deadline date of an FI-2032 created by Non-state Coalition staff, if necessary.
- DELETE CORRESPONDENCE IN THE WFMS to delete an FI 2032 created by Non-state Coalition staff, if necessary.
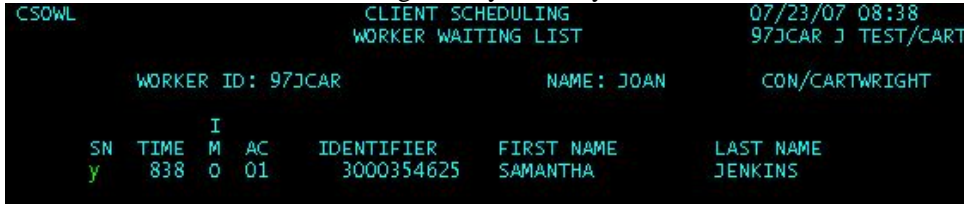
REFER TO (INSERT HYPERLINK) PRINT CORRESPONDENCE IN SEND NOTICE WORK INSTRUCTIONS VOLUME 7 COMMON PROCESSES 3.11.3.6 for correspondence (FI-2032/Coversheet) that will be given directly to the applicant. **Take special care to verify that the deadline date is correct on the Create Correspondence Details page.** It may need to be modified. Remember to click on Edit on the Correspondence page and click on Pending Verification Hand Delivered on the Modify Correspondence Details page to avoid having WFMS mail the FI-2032. Volume 7 Common Processes – Section 3.11.3.6

The first screen of Create Correspondence will allow the user to enter an additional address for third party correspondence or an alternative mailing address if the WFMS **mailing address is not current**. REFER TO (INSERT HYPERLINK) ICES for current mailing address.

Create Correspondence

CorrespondenceDetails - Addressee

Addressee Type:	Third Party

If Address Type is Participant, select the Member Name

Addressee Name:	

If Address Type is Third Party or Authorized Representative

Addressee Name:	

Enter Address Details for Third Party or Authorized Representative. Information is optional for Pa

Address Line 1:	
Address Line 2:	
City:	
State:	
Zip:	

Select The Participant This Correspondence Is In Regards To

Member Name:	LAURA BUSH

Save   Cancel

	*Note: if an individual in the assistance group is IMPACT sanctioned and expresses the desire to cure their sanction, the user selected task "Intent to Cure" must be generated immediately to Arbor directing the task to the Arbor Area queue associated with the applicant's/recipient's residence
14.	Authorize the AG(s) if appropriate.
15.	Issue over the counter EBT card if appropriate. Refer to the EBT policy guide for instructions.
16.	A Document Transfer Cover Sheet should have been created by the Non-state Coalition Staff marked "IMAGE ONLY" to accompany the application and any submitted verifications that will be faxed/mailed immediately to the document center by the SEC. **For Medicaid Disability Applications and Progress Reports, the disability paperwork will be handled by the Arbor ES.**
17.	Make sure the applicant/recipient has been logged in on screen CSODA by the Arbor staff member who entered an "X" in the "S" (select) field. If this is not completed, the SEC will complete this step.
18.	Go to CSOUU to enter the worker ID of the interviewer. If this is not completed, the SEC will complete this step.
19.	SEC will need to note client as being seen by the entry of "Y" on CSOWL.
20.	Remember to close any other tasks enacted upon. REFER TO (INSERT HYPERLINK) CLOSING A TASK work instructions Volume 7 Common Processes – Section 3.11.1.13

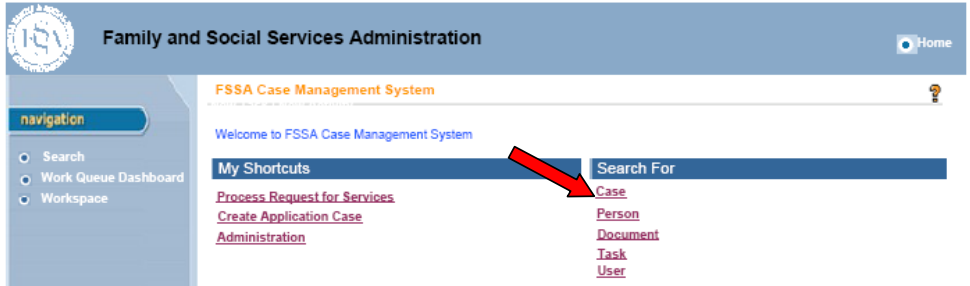**4.0 Applicant Fails to Complete an Interview with an SEC**

SCHEDULED IN ICES

If an applicant has been scheduled in ICES, completes the data gathering with Arbor staff but fails to complete an interview with an SEC, the application and any corresponding documents must be faxed/mailed immediately to the document center with a Document Transfer Cover Sheet and the cover sheet marked "*Image Only*". ICES system generates a "*Notice of Missed Interview*".
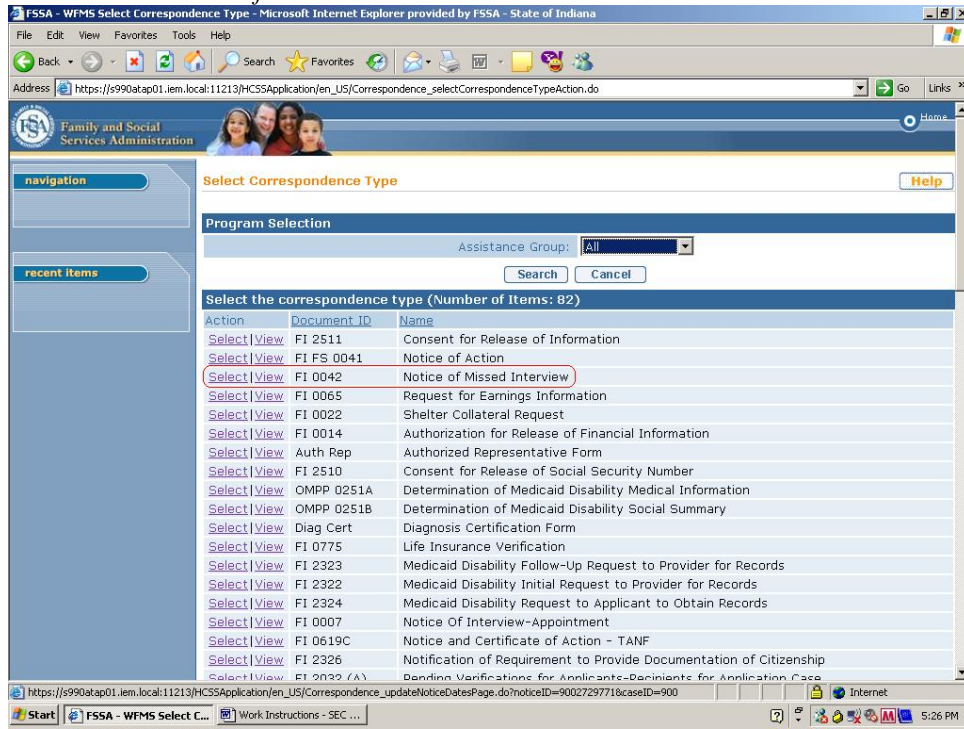
NOT SCHEDULED IN ICES

However, if an applicant has **NOT** been scheduled in ICES, completes the data gathering with Arbor staff but fails to complete an interview with an SEC, a manual*" Notice of Missed Interview"* must be completed and sent to the applicant/recipient by the SEC. The Arbor staff will forward the application, any corresponding verifications and a Document Transfer Cover Sheet to the SEC who will do the following. Continue to step 1.

Note: For non-Food Stamp Assistance Groups, in which the SEC Interactive Interview is not required, the data gathering interview was completed, modify the Pending Verification checklist to reflect the items needed for those programs and generate the FI2032. If no additional verifications are needed, take action on the application.

Steps	Applicant Fails to Complete an Interview with an SEC
1.	Under *Search For* from the User Home page click on the *Case* link which will display the *Search Case* page.
2.	Enter the ICES case number in the appropriate field.

Steps	Applicant Fails to Complete an Interview with an SEC
3.	Click on *Search* button.
4.	Click on the *Case Name* link.

Steps	Applicant Fails to Complete an Interview with an SEC
	The *Case Home* page will display.
5.	From the *Case Home* page click on *Correspondence* from the Left Navigation to create and mail the "*Notice of Missed Interview*". REFER TO (INSERT HYPERLINK) CREATE CORRESPONDENCE work

Steps	Applicant Fails to Complete an Interview with an SEC
	instructions Volume 7 Common Processes – Section 3.11.3.3 The first screen of Create Correspondence will allow the user to enter an additional address for third party correspondence or an alternative mailing address if the WFMS mailing address is not current. REFER TO (INSERT HYPERLINK) ICES for current mailing address. **Create Correspondence** **CorrespondenceDetails – Addressee** Addressee Type: Third Party If Address Type is Participant, select the Member Name Addressee Name: If Address Type is Third Party or Authorized Representative Addressee Name: Enter Address Details for Third Party or Authorized Representative. Information is optional for Pa Address Line 1: Address Line 2: City: State: Zip: Select The Participant This Correspondence Is In Regards To Member Name: LAURA BUSH Save Cancel
6.	For non-Food Stamp Assistance Groups, in which the SEC Interactive Interview is not required, the data gathering interview was completed, modify the Pending Verification checklist to reflect the items needed for those programs and generate the FI2032. If no additional verifications are needed, take action on the application. REFER TO (INSERT HYPERLINK) SENDING NOTICE WORK INSTRUCTIONS in Volume 7 Common Processes, Section 3.11.3
7.	Enter into CLRC notes regarding the application and the applicant's/recipient's failure to complete the interview with the SEC.
8.	The application and any corresponding documents must be faxed/mailed immediately to the document center with the Document Transfer Cover Sheet and the cover sheet marked "*Image Only*".

5.0 Redetermination Scheduled In-Office (No Telephone)

Redetermination appointments will be scheduled at Help Centers for individuals who do not have a telephone. *ACS Service Center staff will conduct the interview by calling the Help Center and speaking with the recipient and transfer the call to a SEC in the Service Center for the certification interview.* All scheduled appointments for the Help Center are displayed on CSODA. Help Center staff should view CSODA periodically throughout the day as additional appointments may be added. Help Center staff must coordinate the incoming calls with the scheduled recipient(s).

Warm Transfer Not Completed
If the warm transfer is not completed, the Eligibility Specialist will inform the client, they will need to speak to a State Eligibility Consultant in that office to complete the SEC interactive interview part of the process. Redetermination appointments scheduled at Local Offices for phone interviews and a warm transfer was not completed, the SEC will complete the interactive interview in the office. All scheduled appointments for the Local Office are displayed on CSODA.

Steps	Redetermination Scheduled In-Office
1.	From the User Home page, find and select the case in WFMS. REFER TO (INSERT HYPERLINK) SEARCH Volume 7 Common Processes – Section 3.11.2 **FSSA User Home**　　　　　　　　　　　　　　　　　　　He **My Shortcuts**　　　　　　　　　　**Search For** Process Request for Services　　　　Case Apply Now　　　　　　　　　　　　Person Create Application Case　　　　　　Document Create User Defined Task　　　　　Task Change Password　　　　　　　　　User WFMS will display the Case Home page. REFER TO (INSERT HYPERLINK) SEARCH, Volume 7 Common Processes – Section 3.11.2
2.	From the search results, click on the appropriate case name.

Steps	Redetermination Scheduled In-Office
	WFMS will display the Case Home page.
3.	From the *Case Home Page* in the WFMS, Click *Documents* from the Left Navigation. Review all supporting documents, if any, submitted along with the application. If any supporting documents satisfy the verification requirement, remember to enter the appropriate information and

Steps	Redetermination Scheduled In-Office
	verification code in ICES during the interview. The WFMS will navigate to the *Documents Page*.
4.	From the *Documents* page click view to see the document's details.
5.	Within the *View Document Details* screen click the document name hyperlink to view the document itself, take appropriate action in ICES.

Steps	Redetermination Scheduled In-Office
	Click on close. The WFMS will navigate back to the *Documents Page*.
6.	Search for any additional tasks related to the case that may be outstanding. From the *Documents Home* page click on *Tasks* from the Left Navigation.

Steps	Redetermination Scheduled In-Office
7.	The WFMS will navigate to the *Tasks* page. Take note of any outstanding tasks that may need to be addressed. Selecting a task listed to a queue in which you are assigned will reserve that task in your ID to be worked, closed or parked. Navigate back to the *Case Home* page by clicking on *Home* in the Left Navigation.
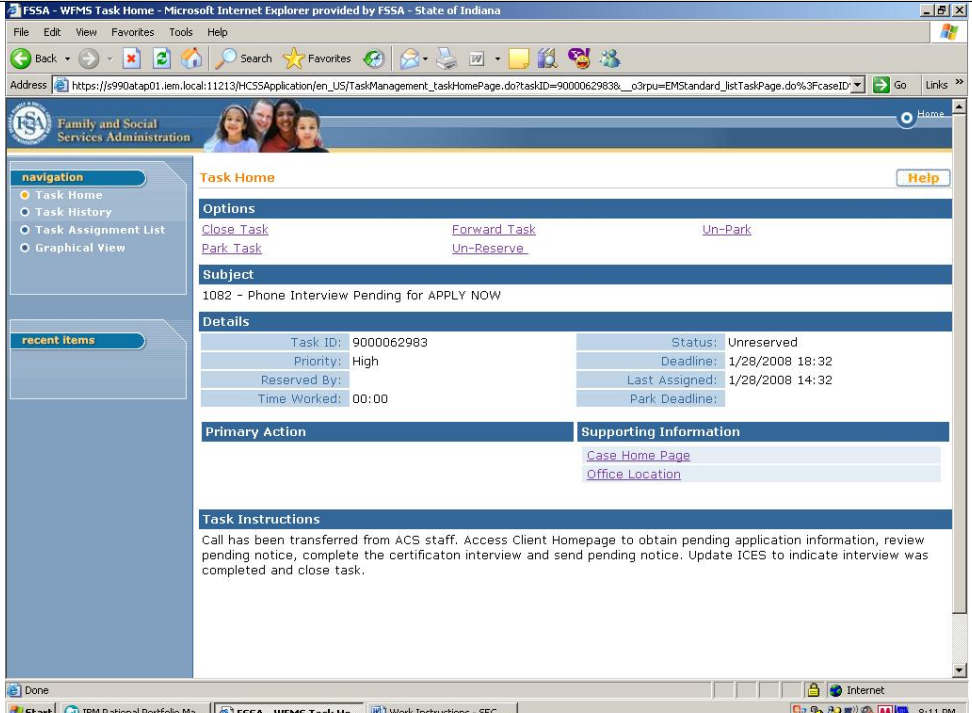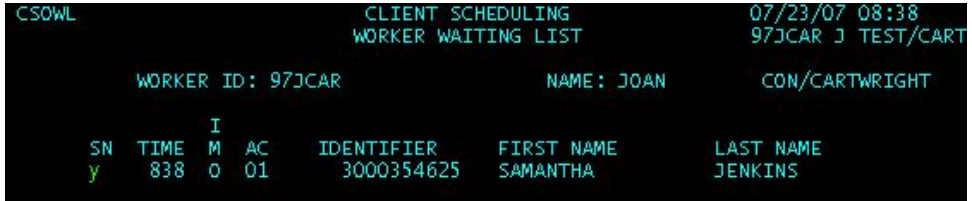
Steps	Redetermination Scheduled In-Office
8.	Complete the Interactive SEC Interview Guide and attach it to the case in WFMS. REFER TO (INSERT HYPERLINK) CREATING AN ATTACHMENT FROM THE FILE SERVER Volume 7 Section 3.11.4.12, Steps 1 - 12.
9.	From the *Case Home Page*, under the *Options* cluster, click *Initiate Data Broker*. Initiate Data Broker *NOTE: Data Broker not available for Pilot.*
10.	If necessary, reference Volume 7 Common Processes – Section 3.11.1.8 (INSERT HYPERLINK)to create any of the tasks that are necessary for processing the application: a. Suspected Fraud Referral b. Asset/Trust Review Requested c. Systematic Alien Verification Entitlement (SAVE) Request
11.	Review ICES screen AEWAA. Evaluate the reason codes for potential eligibility.

Steps	Redetermination Scheduled In-Office
12.	Review all budget results with the recipient. Review ICES screen AEPND with the recipient to evaluate missing information and/or verification(s) outstanding, if any. *Enter TRAN: AEPND; PARMS: ICES Case Number.*
13.	The Pending Verification Checklist is completed by the ES at the Service Center during the data gathering interview. After reviewing the case, if the missing or incomplete information is identified in ICES with question marks, modify the Pending Verification Checklist located in the WFMS case, if necessary. Note: The most current Pending Verification checklist will auto populate the FI 2032. TO MODIFY THE PENDING VERIFICATION CHECKLIST:

Steps	Redetermination Scheduled In-Office
	- Click on Pending Verification Checklist in Left Navigation. - WFMS will navigate to Pending Verification Checklist. - Click on Edit at the bottom of the Current Checklist. - The Current Checklist will display - Click on any item(s) that are needed to add or remove. - Click on the name of client to whom the item pertains. Note: **Ctrl Click** To add more than one member per item or to remove a member, the ctrl button on the keyboard needs to be pressed while clicking on the additional name to be added or name to be removed. - Select *Summary of Eligibility Redetermination Information.* This form will include client information provided by the client during the data gathering interview. WFMS will create the packet separately from the FI2032 to be mailed the following day. The client is to review, sign, date and return the summary. **Comment:** Outstanding item. ☐ Summary of Eligibility Redetermination Information - Click Save.
14.	To generate the FI 2032 and any additional forms REFER TO (INSERT HYPERLINK) SEND NOTICE Volume 7 Common Processes – Section 3.11.3 - TO: - VIEW CORRESPONDENCE HISTORY IN WFMS to view an FI-2032 created by Non-state Coalition staff. - CREATE CORRESPONDENCE IN WFMS to create the FI-2032, if necessary. - EDIT CORRESPONDENCE IN THE WFMS to edit/modify the deadline date of an FI-2032 created by Non-state Coalition staff, if necessary. - DELETE CORRESPONDENCE IN THE WFMS to delete an FI 2032 created by Non-state Coalition staff, if necessary. REFER TO (INSERT HYPERLINK) PRINT CORRESPONDENCE IN SEND NOTICE VOLUME 7 COMMON PROCESSES 3.11.3.6 for correspondence that will be given directly to the applicant (Use the Save and Print feature. Remember to go to Edit Correspondence and click on Pending Verification Hand Delivered to avoid having the WFMS mail a copy of the FI-2032).

Steps	Redetermination Scheduled In-Office
	Volume 7 Common Processes – Section 3.11.3.6 Take special care to verify that the deadline date is correct on the Create Correspondence Details page. REFER TO (INSERT HYPERLINK) CREATE CORRESPONDENCE to create **an additional General Use Document Cover Sheet** to accompany the FI-2032 for the client to use when returning verification, if necessary
15.	For non-Food Stamp Assistance Groups, in which the SEC Interactive Interview is not required, the data gathering interview was completed, modify the Pending Verification checklist to reflect the items needed for those programs and generate the FI2032. If no additional verifications are needed, take action on the application.
16.	Authorize the AG(s) if appropriate.
17.	Issue over the counter EBT card if appropriate. Refer to the EBT policy guide for instructions.
18.	In ICES, enter TRAN: CLRC PARMS: ICES Case Number. NEXT TRAN: CLRC____ PARMS: 3000076384____ Enter case notes regarding the redetermination processing (following guidelines for entering information into CLRC).
19.	Create an Internal Cover Sheet marked "Image Only" to accompany any redetermination documents submitted that must be faxed immediately to the document center by the SEC.
20.	Remember to close any task enacted upon. To do so, Click on *Close Task* on the *Task Home* page.

Steps	Redetermination Scheduled In-Office
21.	Log applicant in as seen in screen on CSODA by entering "X" in the "S" (select) field.
22.	Go to CSOUU to enter the work ID of the interviewer.
23.	Assigned worker will need to note client as being seen by the entry of "Y" on CSOWL.

6.0 Homeless Mail

Step	Homeless Mail
1	A designated <u>SEC</u> will hold the duty of securing the mail and maintaining it in an appropriately secured location (recall, the mail will include loaded EBT cards) For a recipient who has no fixed address, specific arrangements must be made with him regarding the issuance of his FSSA correspondence. FSSA correspondence will be mailed to the address specified by the recipient, such as: The local office; A friend or relative; Social service agency; Church; or If the local office is chosen, the FSSA correspondence will be sent to the respective FSSA Local Office or Help Center.